## **Transition Process**

## for a Case Manager Change due to implementation of conflict free case management

Case manager (CM) notifies the current employer, assigned participant and provider support specialist of the intent to change employment to a conflict free agency. Email Provider Support Manager, Kathy Escobedo at kathy.escobedo@wyo.gov with of end of service date with previous employer and start date with new employer.

The current employer and the future employer will complete an add/remove user from EMWS with change effective dates to Participant Support Manager, Rory Schiffbauer at rory.schiffbauer@wyo.gov.

CM sends the participant support specialist a list of their current case load including targeted case management participants.

CM notifies all participants/guardians on their case load in writing at least 30 calendar days before the effective date. The letter must offer choice and include a current list of CM's from the public provider list and a Case Management Selection form.

Participant/guardian either chooses to stay with the current CM or selects a new case manager from the list provided.

When the CM receives the Case Management Selection form from guardian/participant they will upload it into EMWS and notify the field and Cheyenne participant support specialist through secure e-mail.

If the participant/guardian chooses to remain with the current case manager: a transition meeting will be held with the team

Participant starts services with case manager.

If a participant/guardian chooses a new case manager, a transition meeting will be held with the team.

Outgoing case manager submits modification to the Division.

If new case manager is not selected prior to the current case manager resigning, a backup plan will be submitted to the participant support specialist and a transition meeting is held with the full team. A modification is submitted assigning the participant to the backup case manager.

PSS will reassign the participant to the Back up Case Manager until a new Case Manager is selected. They will coordinate, schedule, and notify all team members, and the participant support specialist of the transition meeting at least 14 days prior.

Behavioral Health Division

Implementation date: 1-15-14